

Code of Practice

Introduction

This code of practice provides the basis for good practice in the marketing, operation and administration of education and training services by Mitchell Personnel Solutions (MPS). For the purpose of this code 'participant' refers to any person participating in education or training delivered by MPS. A 'client' is a person or organisation who may enter into a contract with this registered training organisation for the delivery of education and training services.

Provision of training and assessment Services

- MPS has written policies, procedures and management practices which maintain high professional standards in the delivery of training and assessment services and which safeguard the interests and welfare of participants and clients.
- MPS maintains a learning environment that is conducive to the success of participants
- MPS has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities and equipment, and use methods and materials appropriate to the learning and assessment needs of participants.
- MPS monitors and assesses the performance and progress of its participants.
- MPS ensures training staff are not only suitably qualified and competent but are also sensitive to the cultural and learning needs of participants.
- MPS ensures assessments are conducted in a manner which meets the endorsed components of the accredited courses and/or relevant Training Packages
- MPS is committed to access and equity principles and processes in the delivery of its services.

Issuance of Qualifications

- MPS issues qualifications and statements of attainment to participants who meet the required outcomes of a qualification or unit of competency, in accordance with appropriate national guidelines and MPS acknowledges that qualifications are nationally recognised.
- MPS uses the National Recognised Training (NRT) logo when issuing AQF qualifications and Statements of Attainment within our scope of registration.

Marketing of Training and Assessment Services

- MPS markets and advertises its services in an ethical manner. MPS gains written permission from a participant or client before using information about the individual or organisation in any marketing materials. MPS accurately represents recognised training products and services to prospective participants and clients. MPS ensures participants and clients are provided with full details of conditions of any contract arrangements with the organisation. No false or misleading comparisons are drawn with any other training organisation or qualification. MPS only advertises AQF qualifications, which are within our scope of registration.

Financial Standards

- MPS has measures in place to protect fees paid in advance and to ensure that participants and clients receive a refund of fees for services not provided.
- MPS ensures the contractual and financial relationship between the participant/client and MPS is fully documented and copies of the documentation are made available to the participant/client.

Provision of information

- MPS supplies accurate, relevant and up-to-date information to prospective participants and clients covering, but not limited to:
 - Code of Practice of the Organisation
 - Participant selection, enrolment and induction orientation procedures
 - Recognition of Prior Learning (RPL) arrangements and credit transfer
 - Course information, including content and vocational outcomes and commencement date and duration
 - Certification to be issued on completion or partial completion of the course of study
 - Articulation of the course with other training
 - Policies on assessment and where required, re-assessment
 - Fees and charges, including refund policy and exemptions (where applicable)
 - Appeals and Complaints procedures
 - Rights and responsibilities of participant and provider
 - Conditions under which training may be terminated
 - Participant support, including external support the RTO has arranged for the clients
 - Provision of language, literacy and numeracy assessment
 - Flexible learning and assessment procedures
 - Welfare and guidance services
 - Disciplinary procedures and
 - Staff responsibilities for access and equity

Support Services

- MPS provides adequate protection for the health, safety and welfare of participants, which complies with State/Territory Legislation and, without limiting the ordinary meaning of such expression.

Complaints and Appeals

- MPS ensures participants and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for participants to appeal against decisions which affect the participants progress
- For this purpose MPS has a complaints and appeals policy and appropriate operational mechanisms which are made known to participants prior to enrolment
- Where a complaint or appeal cannot be resolved internally, MPS will advise participants and clients of the appropriate body where they can seek further assistance
- MPS ensures all appeals and complaints are documented and participants are given a written statement of outcomes

Record Keeping

- MPS keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect all fee payments, balances due, refunds and provides copies of these records to participants on request
- MPS ensures the privacy of participants information and will not release any information without the express written permission of the participant.

Quality Control

- MPS seeks participants and clients feedback and seeks to improve its services in accordance with this feedback.
- MPS has a Continuous Improvement Policy in place to facilitate this process.

Access and Equity Policy

MPS ensures candidates seeking enrolment in our training programs are treated equitably. Candidates are selected on the basis of their skills, aptitude and relevant qualifications including life experience.

In order for people to derive maximum benefit from these programs, they are also selected on the basis of their ability to fulfill the program entry requirements. This may include assessment and support for the purpose of identifying language, literacy and numeracy difficulties.

MPS promotes a learning environment that is free from discrimination and harassment, including unsolicited approaches, comments or physical contact of a sexual nature, victimization, bullying and racial vilification.

Disability Access

MPS training rooms at Mitchell do not have access for people with disabilities requiring a lift. Should any person wish to be enrolled in a training program who has a disability, please contact our office for advice on training programs being held in other locations.

Refund Policy

- Fees will be invoiced on confirmation of course participation.
- Cancellation within ten days of the course commencement will not be eligible for refund, however, within this timeframe a substitution may be made.
- Fees are kept in a separate account with a recognised banking institution.
- Fees are accessed only when the service is rendered.
- Course fees will not be used for any other purpose until clients have completed the program relating to the balance of the fees.

Should MPS cancel any course/training program clients are entitled to a full refund or transfer of funds for future training. In the event the client wishes to cancel their course/training program, refunds may be negotiated based on sickness upon provision of substantiation of the claim.

Applications for refunds can be made to the Managing Director as delegated by the Chief Executive Officer.